

### **AMENDMENTS TO THE CLAIMS:**

The listing of claims will replace all prior versions, and listings of claims in the application:

### **LISTING OF THE CLAIMS**

1. (Currently Amended) A method of operating a data processing system, said method comprising:

compiling a database of resource providers and their associated information, wherein said associated information for each of said resource providers includes one or more keywords that are indicative of said resource provider, an indication of whether said resource provider accepts voice, video, or text telecommunications sessions via a public switched telephone network, an indication of whether said resource provider accepts voice, video, or text telecommunications sessions via a data network, and an indication of whether said resource provider is immediately available to communicate with a patron;

indexing each of said resource provider's entries in said database by said at least one keyword;

receiving contact information and preferences from a patron;

receiving, via a data network, at least one keyword from a said patron;

querying a said database with said at least one keyword to select a resource provider; and

initiating a telecommunication session between said patron and said resource provider.

2. (Original) The method of claim 1 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

3. (Original) The method of claim 1 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via said data network.

4. (Currently Amended) The method of claim 1 wherein said telecommunication session is a text telecommunication session and said

telecommunication session is established via said data network.

5. (Original) The method of claim 1 wherein an operator of said data processing system selects said resource provider based on whether said resource provider is immediately available to communicate with said patron.

6. (Original) The method of claim 1 wherein said data processing system is a world wide web site and said data network is the Internet.

7. (Currently Amended) A method of operating a data processing system, said method comprising:

compiling a database of resource providers and their associated information, wherein said associated information for each of said resource providers includes one or more keywords that are indicative of said resource provider, a summary of said resource provider's terms and conditions for providing resources, an indication of what types of telecommunication sessions said resource provider accepts, said resource provider's contact information, an indication of whether said resource provider is immediately available, and by what device said resource provider is available;

receiving contact information and preferences from a patron;  
receiving, via a data network, at least one keyword from a said patron;  
querying a said database with said at least one keyword to determine a plurality of candidate resource providers;

transmitting a list of said plurality of candidate resource providers to said patron;  
receiving from said patron an indication that said patron desires a telecommunication session with one of said candidate resource providers; and

initiating a telecommunication session between said patron and said one of said candidate resource providers.

8. (Original) The method of claim 7 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

9. (Original) The method of claim 7 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established

via said data network.

10. (Original) The method of claim 7 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

11. (Original) The method of claim 7 wherein said data processing system communicates whether each of said plurality of candidate resource providers is immediately available to communicate with said patron.

12. (Original) The method of claim 7 wherein said data processing system is a world wide web site and said data network is the Internet.

13. (Currently Amended) A method of operating a data processing system, said method comprising:

receiving contact information and preferences from a patron;

\_\_\_\_\_receiving a request from a said patron to find a resource provider to provide a resource;

conducting, via a data network, an auction to identify said the lowest cost resource provider willing to provide said resource sought by said patron; and

initiating a telecommunication session between said patron and said lowest cost resource provider.

14. (Original) The method of claim 13 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

15. (Original) The method of claim 13 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via said data network.

16. (Original) The method of claim 13 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

17. (Original) The method of claim 13 wherein an operator of said data processing system selects said resource provider based on whether said resource provider is immediately available to communicate with said patron.

18. (Original) The method of claim 13 wherein said data processing system is a world wide web site and said data network is the Internet.

19. (Currently Amended) A method of operating a data processing system, said method comprising:

compiling a database of resource providers and their associated information, wherein said associated information for each of said resource providers includes a summary of said resource provider's terms and conditions for providing resources, an indication of what types of telecommunication sessions said resource provider accepts, said resource provider's contact information, an indication of whether said resource provider is immediately available, and by what device said resource provider is available;

receiving contact information and preferences from a patron;

receiving a request from a said patron to identify a resource provider to provide a resource;

receiving, via a data network, a notice from each of a plurality of candidate resource providers that indicate an interest in providing said resource;

transmitting a list of said plurality of candidate resource providers to said patron;

receiving from said patron an indication that said patron desires a telecommunication session with one of said candidate resource providers; and

initiating a telecommunication session between said patron and said one of said candidate resource providers.

20. (Original) The method of claim 19 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

21. (Original) The method of claim 19 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is

established via said data network.

22. (Original) The method of claim 19 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

23. (Original) The method of claim 19 wherein said data processing system communicates whether each of said plurality of candidate resource providers is immediately available to communicate with said patron.

24. (Original) The method of claim 19 wherein said data processing system is a world wide web site and said data network is the Internet.